

In the application of : **HESSION, Patrick**
: **McCORMACK, Tony**
: **HICKEY, James**
Serial No. : **10/741,518**
Filed : **December 19, 2003**
For : **Methods of monitoring communications sessions in a contact centre**
Examiner : **Tieu, Benny Quoc**
Art Unit : **2614**

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: